

TABLET COMPUTERS

Adopted by Board Action 4/19/2022

1. West Des Moines Public Library cardholders and holders of group cards in good standing may borrow a tablet computer.
2. Only one (1) tablet per cardholder may be checked out at any given time.
3. In library use of tablets is same day only. These are checked out via the tablet hub stations for a two (2)-hour period and are due back to the same tablet hub station by library closing.
4. Home use of tablets, requires the cardholder be 18 years of age or older with an account active at least 30 days. The cardholder must present a photo ID and a valid WDM library card number to checkout a tablet for home use. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport which contain the cardholder's name and an identifiable photo.
5. The cardholder must have a current, working email address and/or current phone number on file in their library record in order to check out a tablet for home use.
6. Tablet loans for home use are available from the second floor Adult Services desk.
7. Home use tablet loan periods are for up to fourteen calendar days and can be renewed up to twice if there are no current holds. Only two (2) renewals are allowed before the equipment must be returned for inspection by staff. Adult Services staff must approve renewals – via phone, email or in person.
8. Tablets must be physically returned in person to the second floor Adult Services desk by their due date – they cannot be put in the book drop. The cardholder must remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the cardholder's card, and that the Borrower Agreement is signed and dated signifying a proper return.
9. Overdue fees will be charged for tablets not returned by their due date in the amount of \$10.00 per day. Maximum fine is \$100.00. This maximum fine does not include any and all equipment replacement costs, which are billed separately.
10. Tablets may not be placed in any book return at any time for any reason. A fee of \$25.00, in addition to any other accumulated fees or fines, will be charged for this type of return.
11. If a tablet is not returned, the device will be deactivated, and the library will seek to recover it.
 - a. Within three (3) days past its due date, the library will send an overdue notice via electronic mail to the email address listed in the borrower's account.
 - b. Send a second notice—again via email—seven (7) days past the due date if the tablet remains unreturned.
 - c. If a tablet is not returned within ten (10) days past the due date, the borrower's account will be charged the replacement fee of the device and a FINAL NOTICE will be emailed. Borrowers are responsible for monitoring their email accounts and the library cannot guarantee the receipt of emails by borrowers.
 - d. If a tablet is not returned within three (3) days of the date of the FINAL NOTICE, the library will begin efforts to recover the device. After 30 days, an unrecovered tablet will be referred to the West Des Moines Police Department as a theft under Iowa Code 714.5 and West Des Moines City Code 5-2-3.
12. The Tablet Borrowing Agreement must be completed with each checkout for home use, acknowledging financial responsibility for lost, stolen or damaged equipment.
13. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$720.00 for the tablet and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement tablets or accessories purchased by the customer. The minimum replacement cost of a tablet is \$600.00.